

SOCIAL SERVICES AGENDA



FORUM:	Joint Children & Young People and Communities and Adult Services Scrutiny Committee Workshop		
DATE: 24 th October 2016	TIME: 5pm – 7pm	LOCATION: County Hall	
APOLOGIES:			
AGENDA			

KEY DISCUSSION POINTS:
<ol style="list-style-type: none"> 1. Cabinet Member opening statement (Cllr Lent / Cllr Elsmore) 2. Introduction from Director of Social Services (TY) 3. Council approach to performance improvement (JR) 4. National Outcomes Framework (KB) 5. Statutory responsibilities of the Director of Social Services (GW) 6. Questions for Members to consider: <ol style="list-style-type: none"> a. What do you consider your role as a Member of Scrutiny Committee to be ? b. What has worked well in supporting you to undertake your role ? c. What barriers to undertaking your role have you experienced ? d. Is there anything that you need to do differently in your role ? 7. Group work session 8. Feedback, plenary and implications for the future 9. Round up

4.CH.201	Issue 2	05/02 09/03	Process Owner: PO Support	Authorisation: BIM 16/05/02	1
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National Outcomes Framework

Social Services & Wellbeing (Wales)

Act 2014

Presentation to Joint Scrutiny
Committee

24th October 2016

Objectives

- To describe the important wellbeing outcomes that people who need care and support and carers who need support should expect in order to lead fulfilled lives.
- Set national direction for services to promote the wellbeing of people in Wales who need care and support, and carers who need support.
- Provide greater transparency on whether care and support services are improving wellbeing outcomes for people, using consistent and comparable indicators.

What Wellbeing Means

- Securing rights and entitlements
 - Also for adults: Control over day-to-day life
- Physical and mental health and emotional wellbeing
 - Also for children: Physical, intellectual, emotional, social and behavioural development
- Protection from abuse and neglect
- Education, training and recreation
- Domestic, family and personal relationships
- Contribution made to society
- Social and economic wellbeing
 - Also for adults: Participation in work
- Suitability of living accommodation

National Wellbeing Outcomes

An example from each of the above categories:

- My voice is heard and listened to.
- I am healthy and active and do things to keep myself healthy.
- I am safe and protected from abuse and neglect.
- I can learn and develop to my full potential.
- I belong.
- I feel valued in society.
- I do not live in poverty.
- I live in a home that best supports me to achieve my wellbeing

Also need to consider link to Wellbeing of Future Generations

Personal Outcomes

- Ensure that Social Services are securing wellbeing for people who need care and support and carers who need support.
- Will be categorised against the national wellbeing outcomes.
 - E.g. for I am safe and protected from abuse and neglect:
 - A personal outcome is “I want to feel safe at night living at home with my wife”.

Quality Standards

- Describe the activities of Social Services that contribute to the achievement of wellbeing.
- These activities **must** be undertaken in order to discharge duties under the Act and secure wellbeing for people who need care and support and carers who need support.
- The quality standards relate back to the definition of wellbeing in the Act.

Performance Management and Monitoring

- National Outcomes Framework will provide a measure of wellbeing at a national level. Individual wellbeing must also be measured to assess the performance of the services provided. Analysing the progress people make towards achieving their personal wellbeing outcomes will help local authorities to measure change and the impact of their activity.
- In measuring whether the quality standards are achieved, each local authority **must** have arrangements in place to collect and return the data on the statutory performance measures detailed in the Code of Practice in Relation to Measuring Social Services Performance to the Welsh Government from May 2017 onwards.

Code of Practice

- Sets out a performance measurement framework for local authorities in relation to social services functions; intended to:
 - Enable people to understand the quality of Social Services and make informed decisions about their care and support.
 - Reinforce local authorities' strategic planning to enable targeted resources and improvement activity.
 - Support local authorities to compare and benchmark performance against others and learn and improve.
 - Evidence responsibility and accountability for local delivery to Welsh Ministers and inform national policy development.
 - Promote shift in service provision to support people and families to live independently.
 - Support and inform regulation, inspection audit and scrutiny regime.

3 significant implications

- **National Strategic Indicators (NSIs) / Public Accountability Measures (PAMs)**
Expected NSIs and PAMs would come to an end after 2015-16
 - WLGAs decided to retain 2 Children's Services NSIs / PAMs on a non-statutory basis for 2016-17.
 - Both are included in the new National Outcomes Framework.
- **Quantitative Measures**
 - New performance indicators under National Outcomes Framework Children's Services – 14; Adult Services – 6
 - Indicators from the old national set still relevant and continue to be collected: Children's Services – 15; Adult Services - 2
 - New PIs - working to establish a baseline position which will enable a robust target setting methodology to be implemented.
 - National Outcomes Framework Measures that were previously NSIs, PAMs or Service Improvement Data, targets have been set for 2016-17 and 2017-18.
- **Qualitative Measures**
Substantially greater focus on qualitative information and outcomes which brings a new set of challenges in terms of capturing performance in this area. The purpose of collecting this information is to provide a tool for local authorities to secure service user voices in designing, developing and improving care and support services.

Impact on Members

- Qualitative indicators and progress against outcomes will assist Members to:
 - Understand the factors that impact on outcomes for children in need and looked after children.
 - Consider opportunities for improving outcomes for children in need and looked after children.
- Change will be reflected in the type of information that Members receive on a quarterly basis.
- Many of the indicators are new, so it will take some time to develop data on trends and progress.
- Impact on approach taken by the Director of Social Services towards completion of the Annual Report, which will be more closely aligned to the National Outcomes Framework.

New Children's Services National Performance Indicators

- % of assessments completed for children within statutory timescales.
- % of children supported to remain living within their family.
- % of looked after children returned home from care during the year.
- % of re-registrations of children on local authority Child Protection Registers.
- Average length of time for all children who were on the CPR during the year.
- % of all care leavers who are in education, training or employment at 12 months after leaving care.
- % of all care leavers who are in education, training or employment at 24 months after leaving care.
- % of care leavers who have experienced homelessness during the year.
- % of children achieving the Core Subject Indicator at Key Stage 2.
- % of children achieving the Core Subject Indicator at Key Stage 4.
- % of looked after children who have had their teeth checked by a dentist during the year.
- % of placements started during the year where the child is registered with a provider of general medical services within 10 working days of the start of the placement.
- % of children looked after at 31 March who have experienced one or more change of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months to 31 March.
- % of children looked after on 31 March who have had three or more placements during the year.

Ongoing Children's Services National Performance Indicators

- % of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion
- % of child protection reviews carried out within statutory timescales during the year
- % of open cases of children on the Child Protection Register with an allocated social worker
- % of open cases of children on the Child Protection Register allocated to someone other than a social worker
- % of open cases of children in need with an allocated social worker
- % of open cases of children in need allocated to someone other than a social worker
- For those children looked after whose second review (due at 4 months) was due in the year, the percentage with a plan for permanence at the due date
N.B. further work on definition required in accordance with Social Services & Wellbeing (Wales) Act 2014
- % of looked after children reviews carried out within statutory timescales during the year
- % of statutory visits to looked after children due in the year that took place in accordance with regulations
- % of children looked after during the year with a Personal Education Plan in required timescales
N.B. further work on definition required in accordance with Social Services & Wellbeing (Wales) Act 2014
- % of open cases of looked after children with an allocated social worker
- % of open cases of looked after children allocated to someone other than a social worker
- % attendance of looked after pupils whilst in care in primary schools
- % attendance of looked after pupils whilst in care in secondary schools

New Children's Services National Qualitative Performance Information

- I live in a home where I am happy
- I am happy with the people that I live with
- I can do the things I like to do
- I feel I belong in the area where I live
- I am happy with my family, friends and neighbours
- I feel safe
- I know who to speak to about my care and support
- I have had the right information or advice when I needed it
- My views about my care and support have been listened to
- I have been able to use my everyday language
- I was treated with respect
- I am happy with the care and support I have had
- I have had advice, help and support that will prepare me for adulthood
- I have been actively involved in all decisions about how my child / children's care and support was provided

New Adult Services National Performance Indicators

- % of adult protection enquiries completed within statutory timescales.
- Rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.
- % of adults who completed a period of reablement:
 - And have a reduced package of care and support 6 months later.
 - And have no package of care and support 6 months later.
- Average length of time older people (aged 65 or over) are supported in residential care homes.
- Average age of adults entering residential care homes.
- % of adults who have received support from the information, advice and assistance service and have not contacted the service again during the year.

Ongoing Adult Services National Performance Indicators

- Rate of older people (aged 65 or over) supported in the community per 1,000 population aged 65 or over at 31 March.
- Rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March.

New Adult Services National Qualitative Performance Information

- I live in a home that best supports my wellbeing
- I can do the things that are important to me
- I feel I am part of my community
- I am happy with the support from my family, friends and neighbours
- I feel safe
- I know who to contact about my care and support
- I have had the right information or advice when I needed it
- I have been actively involved in decisions about how my care and support was provided
- I was able to communicate in my preferred language
- I was treated with dignity and respect
- I am happy with the care and support I have had
- *If you live in a residential care home* - It was my choice to live in a residential care home
- *If you are aged 18-24 years old* - I have had advice, help and support that will prepare me for adulthood

Social Services & Wellbeing (Wales) Act 2014 and Wellbeing of Future Generations (Wales) Act 2015

Wellbeing of Future Generations (Wales) Act 2015 Wellbeing Goals	'Social Services: National Outcomes Framework'	
	What wellbeing means	Wellbeing outcomes
<p>A healthier Wales A society in which people's physical and mental wellbeing is maximised and in which choices and behaviours that benefit future health are understood.</p>	Protection from abuse and neglect	<p>I am safe and protected from abuse and neglect</p> <p>I am supported to protect the people that matter to me from abuse and neglect</p> <p>I am informed about how to make my concerns known</p>
	<p>Physical and mental health and emotional wellbeing</p> <p>Also for children: Physical, intellectual, emotional, social and behavioural development</p>	<p>I am healthy and active and do things to keep myself healthy</p> <p>I am happy and do the things that make me happy</p> <p>I get the right care and support, as early as possible</p>
<p>A Wales of cohesive communities Attractive, viable, safe and well-connected communities.</p>	Domestic, family and personal relationships	<p>I belong</p> <p>I contribute to and enjoy safe and healthy relationships</p>
	Suitability of living accommodation	I live in a home that best supports me to achieve my wellbeing
<p>A Wales of vibrant culture and thriving Welsh language A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.</p>	(Social wellbeing)	I get care and support through the Welsh language if I want it
<p>A prosperous Wales An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.</p>	<p>Social and economic wellbeing</p> <p>Also for adults: Participation in work</p>	<p>I do not live in poverty</p> <p>I am supported to work</p> <p>I get the help I need to grow up and be independent</p> <p>I contribute towards my social life and can be with the people that I choose</p>
	Education, training and recreation	<p>I can learn and develop to my full potential</p> <p>I do the things that matter to me</p>

Wellbeing of Future Generations (Wales) Act 2015 Wellbeing Goals	'Social Services: National Outcomes Framework'	
	What wellbeing means	Wellbeing outcomes
<p>A more equal Wales A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).</p>	Securing rights and entitlements	<p>I know and understand what care, support and opportunities are available and use these to help me achieve my wellbeing</p> <p>I can access the right information, when I need it, in the way I want it and use this to manage and improve my wellbeing</p> <p>I am treated with dignity and respect and treat others the same</p>
	Also for adults: Control over day-to-day life	<p>My voice is heard and listened to</p> <p>My individual circumstances are considered</p> <p>I speak for myself and contribute to the decisions that affect my life, or have someone who can do it for me</p>
	Contribution made to society	<p>I engage and make a contribution to my community</p> <p>I feel valued in society</p>

A globally responsible Wales

A nation which, when doing anything to improve the economic, social, environmental and cultural wellbeing of Wales, takes account of whether doing such a thing may make a positive contribution to global wellbeing.

A resilient Wales

A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).



**JOINT SCRUTINY COMMITTEE WORKSHOP
24 OCTOBER 2016**

**STATUTORY RESPONSIBILITIES OF THE DIRECTOR OF SOCIAL
SERVICES.**

Presentation by Graham Williams.



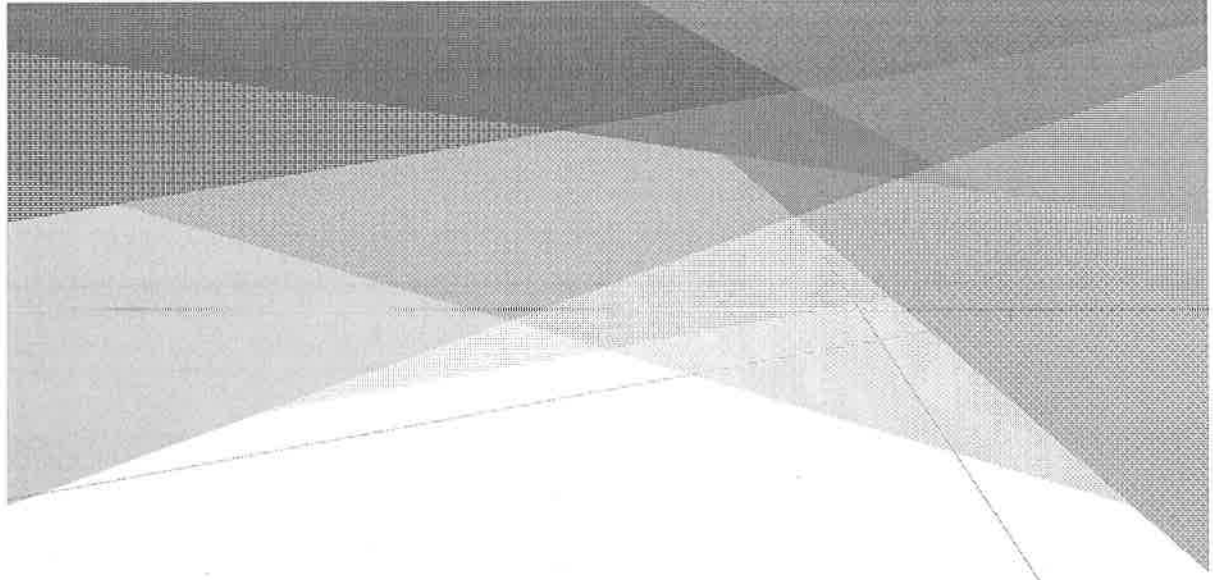
STATUTORY RESPONSIBILITIES

- ▶ 2015 – New Post created: Responsible for Social Services for Children, Adults and Older People.
- ▶ 2009 – Statutory Guidance on Role and Accountability.
- ▶ 2016 – Reinforced by Code of Practice supporting Social Services and Well-Being (Wales) Act 2014.
- ▶ Significant Responsibilities inherent in the Director's Role.
- ▶ Opportunity for Cardiff to strengthen Social Services arrangements.

THE CORE ACCOUNTABILITIES (1)

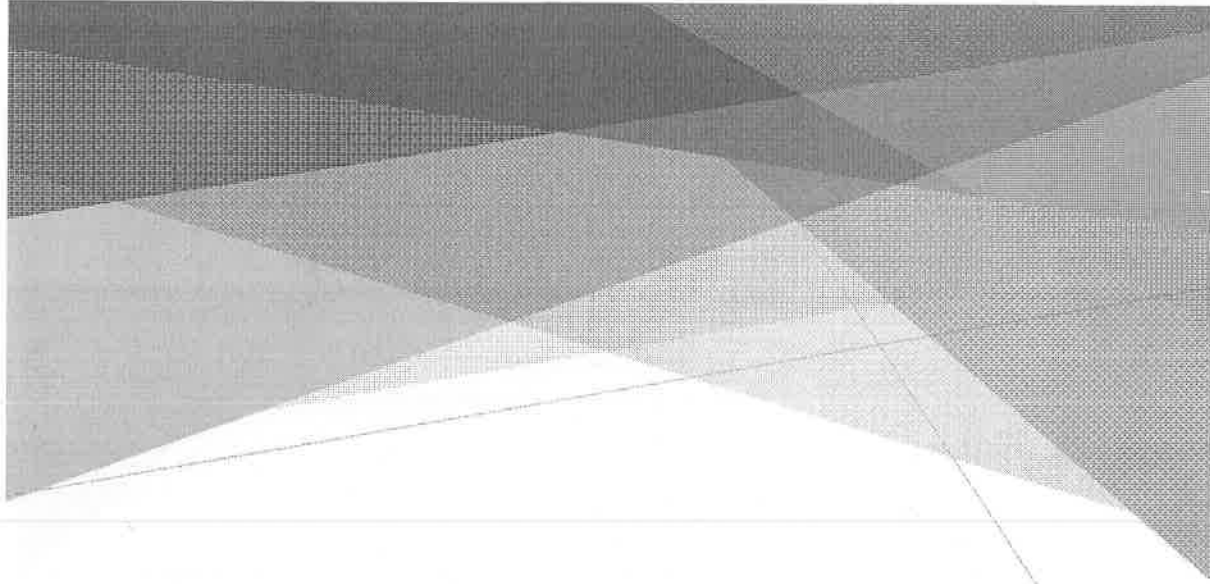
These are Operational and Strategic: They apply to all the Authority' Social Services Functions across Services for Children, Adults and Older People:

- ▶ Provide leadership for effective service delivery.
- ▶ Ensure effective Safeguarding arrangements.
- ▶ Secure Political and Corporate support for Social Services.
- ▶ Ensure effective Service and Performance Management.
- ▶ Provide Professional Leadership for Staff.



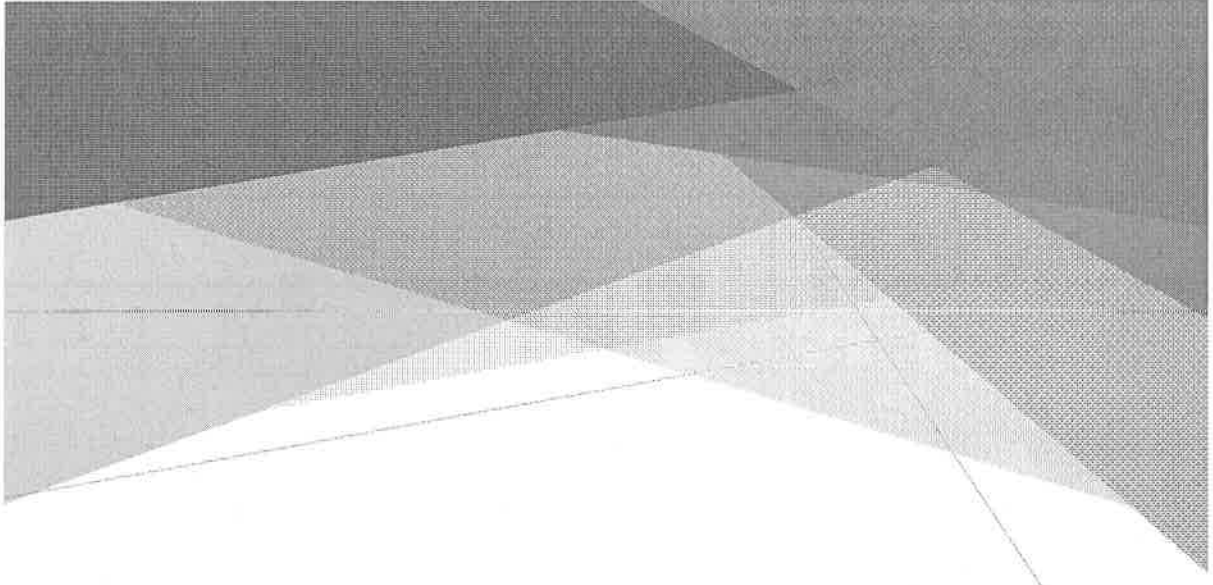
THE CORE ACCOUNTABILITIES (2)

- ▶ **Provide clear Strategic Direction**
- ▶ **Foster effective Joint Working – within and outside the Authority.**
- ▶ **Ensure there is a whole Sector Workforce Plan to achieve a sufficient, safe and stable Workforce.**
- ▶ **Promote Workforce Development and learning.**
- ▶ **Promote high standard across the Workforce – local authority, private, third sector.**
- ▶ **Report Annually on the fulfilment of these Accountabilities.**



MAKING THIS WORK (1)

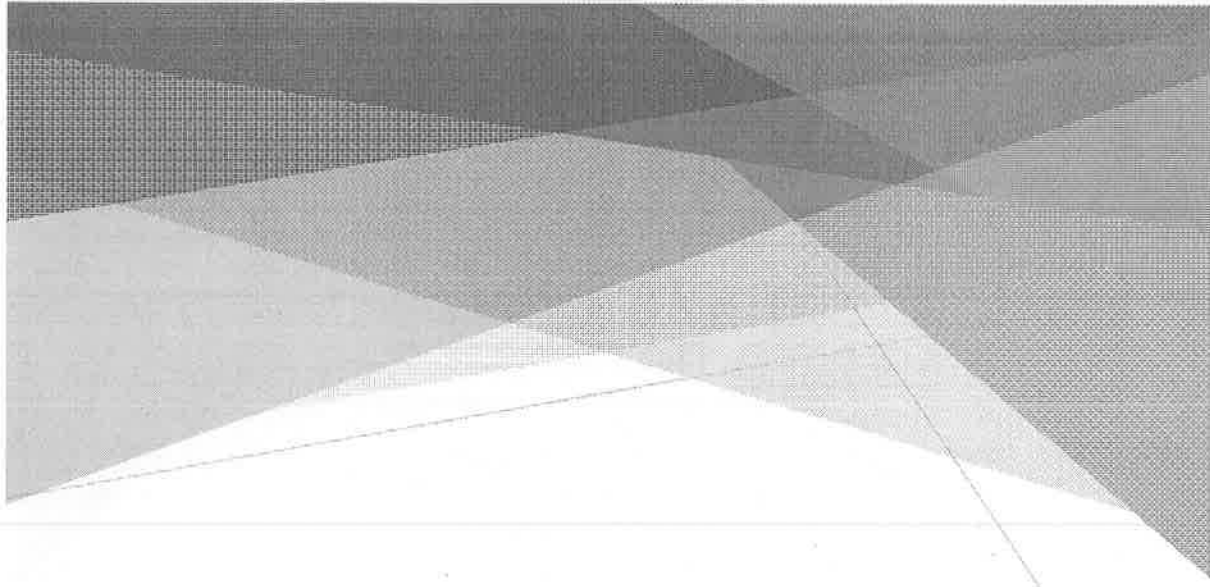
- ▶ **Defined working arrangements needed between the Director and other Senior Officers to ensure Accountabilities fulfilled.**
- ▶ **Pivotal Role for Head of Paid Service**
 - **Enabling the Director to deliver the Authority's Social Services functions**
 - **Ensuring the Corporate infrastructure supports the achievement of these Statutory Accountabilities.**



MAKING THIS WORK (2)

- ▶ Develop Protocol to set out arrangements.
- ▶ Formally adopted by the Council and underpinned in Governance and Delegation documents.
- ▶ Ensure this is adhered to.

THE DIRECTOR “MUST RAISE AWARENESS OF THE ROLE AMONGST COUNCILLORS” INCLUDING OF HOW LEAD MEMBERS AND SCRUTINY COMMITTEES “CAN BOTH SUPPORT THE ROLE AND HOLD THE POST HOLDER TO ACCOUNT”



IMPLICATIONS FOR SCRUTINY COMMITTEES (1).

- ▶ **Achieving Effective Scrutiny is important for:**
 - **Service users**
 - **Councillors**
 - **Officers**
 - **The Authority**
 - **The wider community**
- ▶ **Arrangements must be kept under constant review and strengthened as necessary.**

IMPLICATIONS FOR SCRUTINY COMMITTEES (2)

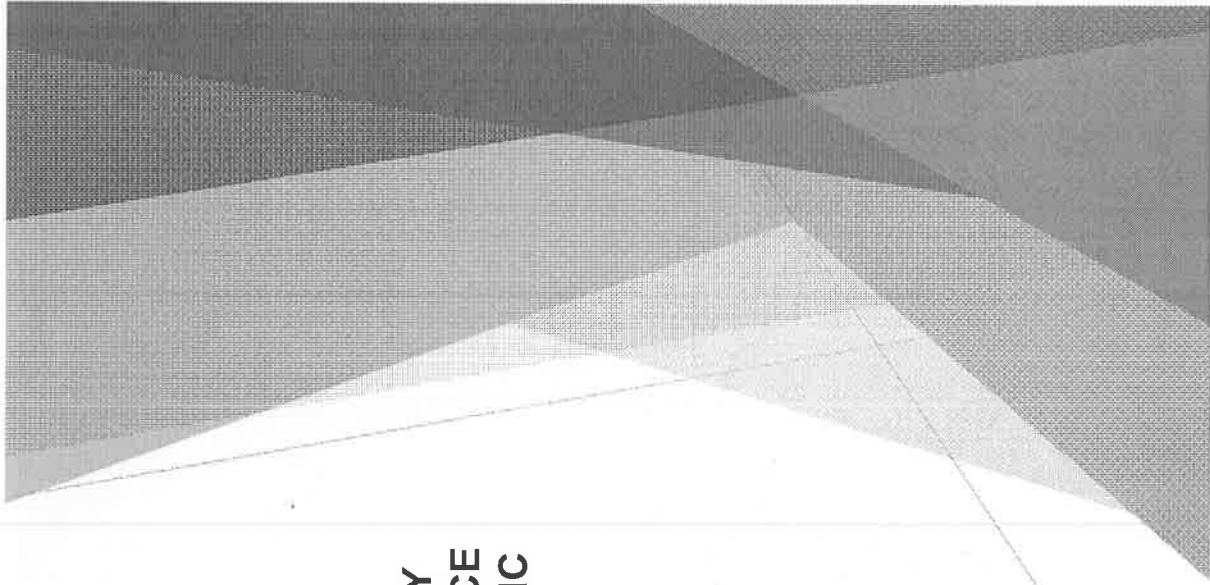
- ▶ **Need to know “how you are doing” by scrutinising Performance Information - BUT this is not enough!!**
- ▶ **Must contribute from role and experience to**
 - **Support the fulfilment of the Strategic Accountabilities of the Director of Social Services in respect of ALL the Social Services Functions.**
 - **Inform work to achieve improvement in the quality, range and pattern of services so that the needs of the people of Cardiff can be met effectively NOW and IN THE FUTURE.**
- ▶ **Scrutiny must be an effective Officer/Member Partnership and Scrutiny Committees should:**
 - **provide a perspective which can contribute to the strengthening of Services**
 - **scrutinise progress from the position of a Critical Friend.**

THINGS TO CONSIDER

- ▶ How can Scrutiny Committees do more to support the delivery of the Authority's Social Services functions?
- ▶ How can Scrutiny better identify obstacles to the effective delivery of services and suggest ways of overcoming them?
- ▶ How can Scrutiny contribute to the development of a clear and strong strategic direction for Social Services?
- ▶ Can these questions be addressed effectively and in an integrated and holistic way within the current arrangement of 2 Scrutiny Committees, each looking at parts of Social Services and only coming together to consider the Director's Annual Report?

FINAL COMMENT

- ▶ **IT IS IMPORTANT TO MAXIMISE THE CONTRIBUTION WHICH SCRUTINY MAKES TOWARDS ACHIEVING HIGH QUALITY SERVICE PERFORMANCE TO MEET CURRENT NEEDS AND TOWARDS DEVELOPING A STRATEGIC DIRECTION FOR SERVICES SO THAT THEY CAN MEET THE NEEDS OF THE PEOPLE OF CARDIFF IN THE FUTURE.**



**City of Cardiff Council
Social Services**

**Joint Children & Young People and Communities and Adult Services Scrutiny
Committee Workshop**

Agenda Item 7 - Group Work Session

1. How can Scrutiny Committees contribute to shaping the direction of services in Cardiff to achieve the desired outcomes for the people of Cardiff ?
2. What are the implications for Scrutiny Committees of the need to ensure that the totality of the Local Authority's statutory Social Services responsibilities are met ?

**City of Cardiff Council
Social Services**

**Joint Children & Young People and Communities and Adult Services Scrutiny
Committee Workshop**

Agenda Item 8 - Feedback, plenary and implications for the future

Consider - what does today's session tell us about the future of the Scrutiny role in supporting service improvement in Social Services ?

